

V-Aid (Virtual Aid) Complaints Policy



Complaints Policy approved by Trustees on
18/12/25

The policy will be subject to an annual review.

Signed: *Christin Lau* (Christin Lau on behalf of Trustees)

1. Policy Statement

V-Aid (Victuals-Aid) is committed to delivering its charitable activities with professionalism, integrity, and respect. We recognise that concerns or complaints may arise from time to time and view these as an opportunity to listen, learn, and improve our services.

This Complaints Policy sets out how complaints will be handled fairly, consistently, and transparently, in line with Charity Commission guidance. It ensures that complainants are treated with dignity and that complaints are addressed promptly and appropriately.

2. Scope

This policy applies to all complaints relating to V-Aid's activities, services, staff, volunteers, trustees, or partners acting on behalf of the charity.

It applies across all V-Aid operations, including custodial environments, probation settings, community-based work, food production, and UK and international humanitarian response.

3. Definition of a Complaint

A complaint is an expression of dissatisfaction about V-Aid's actions, services, decisions, or lack of action, whether justified or not, that requires a response.

This policy does not cover safeguarding concerns, whistleblowing disclosures, or serious incidents, which must be handled under the relevant policies.

4. What Is Not a Complaint

The following are not dealt with under this policy:

- Safeguarding concerns (see Safeguarding Policy)
- Whistleblowing disclosures (see Whistleblowing Policy)
- Serious incidents (see Serious Incidents Reporting Policy)
- Matters already subject to legal proceedings
- Routine requests for information or service feedback

5. How to Make a Complaint

Complaints may be made verbally or in writing and should be submitted as soon as possible after the issue arises.

Complaints can be made to:

- A member of staff or volunteer
- The CEO
- A Trustee (where the complaint involves senior management)

Complaints should include relevant details and, where possible, the desired outcome.

6. Acknowledgement of Complaints

All complaints will be acknowledged within 5 working days. The complainant will be informed of the process to be followed and the expected timescale for a response.

7. Investigation and Response

Complaints will be investigated fairly and proportionately by an appropriate person who was not directly involved in the matter where possible.

A written response will normally be provided within 20 working days, setting out the findings and any actions taken.

8. Escalation and Review

If a complainant is dissatisfied with the response, they may request a review by the Trustees.

Where all internal procedures have been exhausted, complainants may refer the matter to the Charity Commission, which can consider complaints about charity governance.

9. Safeguarding, Risk and Serious Concerns

If a complaint raises safeguarding concerns, serious risk, or potential wrongdoing, it will be escalated and managed under the Safeguarding Policy, Serious Incidents Reporting Policy, or Internal Risk Management Policy as appropriate.

10. Confidentiality and Data Protection

Complaints will be handled sensitively and confidentially. Information will be shared only on a need-to-know basis and in accordance with data protection legislation.

11. Learning from Complaints

V-Aid is committed to learning from complaints. Trends and lessons learned will be reviewed to improve policies, procedures, and service delivery.